# COMMUNICATION ON PROGRESS



OCTAGON INTERNATIONAL SERVICES CO., LTD.
JANUARY 2015 ~ DECEMBER 2015

# **CONTENTS**

O3 10
CHAIRMAN'S STATEMENT HUMAN RIGHTS

O4 15
ABOUT THE REPORT LABOUR

06 21 SUATAINABILITY CONTEXT ENVIRONMENT

O8 26
ABOUT OIS ANTI-CORRUPTION

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3

#### **CHAIRMAN'S STATEMENT**

It is with great pleasure that we are sharing with you the third Communications On Progress (COP) of Octagon International Services Co., Ltd (OIS), reaffirming our support to the Ten Principles of the United Nations Global Compact

We have been working on improving and mastering our commitment towards the 10 UNGC Principles in the areas of Human Rights, Labour, Environment and Anti-Corruption.

Sustainability has continued to be at the chore of our activities this year, guiding our long-term strategies and our daily operations.

The focus for this year of engagement has been put on developing more tools allowing us to assess and measure our practices. In this Communication on Progress, we provide a deeper description of our actions and the steps taken to improve the integration of the Global Compact and its principles, in accordance with the aim "Bringing The Best product and services" to our society and environment.

We acknowledge that the respect of the Ten Principles of the Global Compact, together with a pro-active behavior to support social stability and economic development are essential to allow the successful and sustainable development of our country.

We look forward to support the UN Global Compact in 2017 and beyond.

**Aung Zaw Naing** 

Chairman

Octagon International Services Co., Ltd

#### **ABOUT THE REPORT**



G4-29 G4-30 G4-31 G4-32

Octagon International Services Company Limited (OIS) is committed to be a good corporate company, contributing to society the best position to thrive from the value of our work.

Our aims to achieve sustainable outcomes by providing quality of products and services and to build long term relationships with our customers and clients by pursuing business in a sustainable way.

To create value for stakeholders, while conducting sustainable business practices, caring for the community and protecting the environment. In order to achieve this goal, we are committed to identify, manage and fix sustainability-related risks including human capital risk, safety risks, environmental risks as well as fraud and corruption risks. We follow a pro-active behavior towards these areas and our actions do not only comply with Myanmar laws but also go beyond them.

This third report has led to a certain number of restatements of information provided in our 2nd COP, as our commitments has deepened and our CSR expertise are improving. This report is aiming to reach the Core Global Reporting Initiatives (GRI) context to create and disseminate a global framework for sustainability reports have helped shape our own efforts. OIS will continue to report annually.

#### **Data Collection**

The data collection for this report was overseen by our Sustainability Working Group of who work permanently within Octagon International Services Co., Ltd. This allowed for a holistic approach to gathering the relevant documents and ensures each company has a voice within the COP report. Octagon International Service Company Limited is in the process of implementing an external audit in order to allow for an objective assessment for an improved sustainable development strategy in the future.



#### UNITED NATIONS 2015 SUSTAINABLE DEVELOPMENT GOALS







































- 1) End poverty in all its forms everywhere.
- 2) End hunger, achieve food security and improved nutrition and promote sustainable agriculture.
- 3) Ensure healthy lives and promote wellbeing for all at all ages.
- Ensure inclusive equitable quality education and promote lifelong learning opportunities for all.
- 5) Achieve gender equality and empower all women and girls.
- 6) Ensure availability and sustainable management of water and sanitation for all.
- 7) Ensure access to affordable, reliable, sustainable and modern energy for all.
- 8) Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.
- Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation.
- 10) Reduce inequality within and among countries.
- 11) Make cities and human settlements inclusive, safe, resilient and sustainable.
- 12) Ensure sustainable consumption and production patterns.
- 13) Take urgent action to combat climate change and its impacts.
- 14) Conserve and sustainably use the oceans, seas and marine resources for sustainable development.
- 15) Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss.
- 16) Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels.
- 17) Strengthen the means of implementation and revitalize the global partnership for sustainable development.

#### **SUATAINABILITY CONTEXT**

Economic growth can lead to positive externalities – creating resources, jobs and others but also negatives ones, affecting communities and the environment. It is our responsibility to adopt a set of good business practices and must to insure the sustainable success of our activities and of Myanmar. OIS is developing our sustainability strategy beyond CSR and always trying to measure its impact and the needs of its environment to adjusts its policies and practices in the scope of sustainability.

OIS is currently working on further developing a comprehensive set of tools to measure the outcomes of our sustainability progress and practices. These will include an updated version of our Code of Conduct, which will adhere to newly reformed policies in Myanmar in addition to reflecting upon the principles of the UNGC. We are also in the process of updating a Handbook of Ethical Practices, which will be used as a tool to provide all of Shwe Taung Group's clients, stakeholders, suppliers and employees with a full understanding of the company's ethical principles.

#### **Head Office Address:**

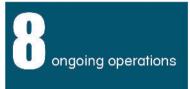
No.37, Corner of Yangon—Pathein Road & WYTU Street, Hlaing Thar Yar Township, Mya Sein Yaung Industrial Zone, Yangon, Myanmar.

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G4-5 & G4-57

#### **GRI G4 INDICES:**



OIS maintains a wide portfolio of work with four operations currently in business across the country.

G4-3 SDG 8

547

employees

Octagon International Services (OIS) employs 547 people across all companies.

G4-9



The head office of Octagon International Services Co Ltd is in Yangon, Myanmar, and is based in No. 42-47, Conner of Yangon Pathein Road and YTU Street, Haling Thayer Township.

G4-5 & 6



Octagon International Services ( OIS )
has operated businesses across
different locations in Myanmar
since its establishment in 2005.
Its activities are dedicated
to the Myanmar market,
continually driving economic
growth in the country.

G4-3 SDG 8



OIS has been a member of the UNGC since August 2013. This year, we align our COP report to the calendar year 2015, and future COP reports will follow future calendar years.

G4-15

#### Company's Value

- Customer's focus
- Quality conscious
- Creative
- Systematic
- Accountability

G4-56



Our supply chain is composed of principle, suppliers, government and customer these differ across various sectors of our work.

G4-13

#### **ABOUT OIS**

Octagon International Services Company Limited (OIS) has been established since 2005 as a distributor of world's leading brands for machinery and vehicles in lower and upper Myanmar with over 600 employees.

Our business model is currently based on the accomplishment to carry the business importer and distributor of Liebherr, Scania, Kone and BMW in Myanmar. We provide broad experience and comprehensive expertise of premium passenger buses, generator, heavy machineries including construction and mining equipment, cranes and vehicles as well as related spare parts for repair and maintenance.

#### LIEBHERR

LIEBHERR provides Excavators, Wheel Loaders, Concrete Machinery, Mobile & Tower Cranes, Crawler Cranes to Myanmar market in 2007. Liebherr head office located at Hlaing Thar Yar Township, Yangon and another two branch offices are at Nay Pi Taw and Pha Kant.



# SCANIA

#### **SCANIA**

Scania was incorporated since 2007 and is fully only authorized distributor in Myanmar.

Scania Myanmar is present through its partners since 2008 in the mining segment. Scania Myanmar has successfully established Scania's trucks and Services and has developed a close partnership with customers in mining companies in 2009.

Since 2009, Scania Myanmar offers trucks, tractors, buses and gen set in Myanmar. Service Centre Yangon. The service centres also opened in Mandalay and Nay Pyi Taw to insure after care service convenient for customers. Our service centres are also fully equipped with latest diagnosis equipment, tools and will be served with well-trained services technicians, engineers and services consultants to maintain your vehicles.

#### KONE

We (OAMS) has been an exclusive distributor of KONE in Myanmar in 2013. KONE Myanmar is providing complete, innovative and eco-efficient solutions for installation, modernization and maintenance of elevators and escalators to the market. We could provide modernized products according to the design and purpose of each building type as residential, office, retails, hotels, hospitals, industrial and public transportations.



KONE solutions can be found in many prominent buildings around Myanmar: Junction City, Crystal Tower, UFC Building, Gamone Pwint Shopping Center, Malikha Condo, and many others.

KONE's maintenance target is to improve the eco-efficiency of all phases of a building's lifecycle – designing, building, maintaining and modernizing.



#### **BMW**

Located at Corner of Pyay Road and Narnattaw Street, Kamayut Township. The new facility comprises a display area along with a customer lounge area houses the sales office and meeting rooms, while the service centre is located on the third floor with four working bays that can service up to more than 200 cars per month.

The aftersales facility also comes with body and paint repair services that can handle not only cosmetic repairs but also structural repairs of damaged vehicles. The facility has more than 80 visitor parking lots located both indoors and outdoors.

Opened the second showroom, BMW Pavilion Mandalay in July 2016, located Oo Boke Taw Quarter, Mandalay- Madaya Road, Aung Myea Tha Zan Township, Mandalay Myanmar.



# **HUMAN RIGHTS**

# Principle I

Support and respect the protection of internationally proclaimed human rights and

# Principle 2

Make sure that they are not complicit in human rights abuses

# **ASSESSMENT, POLICY AND GOALS**

We fully support the Universal Declaration of Human Rights, to which every human being is entitled. As a company we utilize the 30 articles from within the Universal Declaration of Human Rights as a common standard of achievement across all facets of our work.

As a good corporate citizen, our policies and practices are all based on the protection of human rights including equal chance, the right to life, freedom of speech and religious expression, and security of the person. By maintaining a high standard of human rights protection practices, we aim to support the needs of our employees, stakeholders and beneficiaries, and also set a good example for other companies in Myanmar to follow suit for the betterment of the community at large.

# IMPLEMENTATION

#### Responsibility of the supply chain

OIS expects our business partners to comply and behave in accordance with the respect of Human Rights. OIS will put an end to any cooperation with a business partner who is found to breach these principles.

# No reports of human rights abuse and zero incidents occurred in 2015

In 2015 there were no reports of human rights abuses and zero incidents occurred. This is largely due to the effectiveness of the grievance mechanism policy OIS has implemented, in addition to the extra training all management teams across each operation have received in relation to human rights abuse prevention strategies. All of OIS's suppliers and contractors are expected to maintain the same principles in relation to human rights protection, and the company is working towards making this contractually binding for future partnerships.



#### **Flood Relief Program**

OIS always supports the rebuilding process after natural disasters occur in the country because we care about the community and want to build a stronger, more sustainable Myanmar. In Addition to our AID, Our environmental policies are designed to reduce the occurrence of natural disasters due to climate change.

Flood Supplies such as rice, cooking oil, salt, noddles, and clothes, to flood affected victims area. Employees from OIS volunteered to help rebuild the affected township.

# **IMPLEMENTATION**

▶ In March 2015, OIS received intensive training from UNAIDS and the Myanmar Business Coalition on Aids (MBCA) and has recorded no new HIV infections, along with no discrimination or AIDS related deaths.



➤ In accordance with Article 21 of the Universal Declaration of Human Rights, OIS ensured every employee was able to participate in the November 2015 elections. In order to do this an internal holiday was granted for all employees, to ensure everyone was able to reach a voting booth on election day.



- Traffic safety is one of our most important assets, both for our customers and customer's customers. An alcohol interlock requires the driver to breath through a mouthpiece when starting the engine. If alcohol is detected in the exhaled air, the starter will be blocked. And then OIS finished 100% driving training for all new buses and coaches' customers in previous year. We also promise to provide this training program for our customer in the future.
- OIS runs an internship programme and an excursion programme for young professional and students to gain practical workplace experience. OIS supports students from all Technology Universities in Myanmar by offering the options to undertake either of the two programmes in order to help them combine their academic skills with practical experience. Currently there are 75 students who have interned through this partnership and students who have participated in excursions.







#### **Principle 3**

Uphold the freedom of association and the effective recognition of the right to collective bargaining;

#### **Principle 4**

And the elimination of all forms of forced and compulsory labour;

#### **Principle 5**

The effective abolition of child labour; and

#### Principle 6

The elimination of discrimination in respect of employment and occupation.

# **ASSESSMENT, POLICY AND GOALS**

We understand and support the principles of the ILO Declaration and its Articles on the Fundamental Principles and Rights at Work covering the areas of freedom of association and common bargaining, the elimination of all forms of forced or compulsory labour, the effective abolition of child labour and the elimination of discrimination in respect of employment and occupation.

We work in full compliance with the labour laws and regulations in the area that we operate in. Desirous to be an employer of choice, we aim to have a pro-active behavior in terms of the respect of labour rights and the improvement of working conditions.

This leads us to adopt and operate a human resource strategy that goes beyond the national regulations.

We do not forbid the creation and the commitment to any trade union, and recognize the right to collective bargaining as long as it is done in accordance with the law. The principles of non-discrimination, no forced labour, no child labour (under 18 years old) are highly respected by OIS.

We expect our business partners, suppliers and contractors to respect the same principles. We will make sure that each employee does not suffer from any kind of discrimination, feels integrated and happy within the company. As a responsible employer, we are committed to do our utmost to participate to our employees and their families' life enhancement.

# IMPLEMENTATION

#### Universal Standards

G4-HR5

Comply with universal principles

We do not employ staff aged under 18 years old and we strictly condemn forced labour. We make sure that our subcontractors and business partners respect these principles. The principles of "no child labour" and "no forced labour" are mentioned in most of the contracts with our stakeholders.



#### Equal opportunity employer

We are an equal opportunity employer. The recruitment of our co-workers is based on merit, skills, experience and ability, regardless of age, race, gender, physical condition, religion or family status. A policy of non-discrimination prevails throughout all aspects of the employment relationship including recruitment, selection, placement, transfer, promotion, layoff, termination, training, working conditions, benefits and compensation. We follow an "equal salaries for equal job" policy as well as an "equal opportunity of evolvement within the company" policy.



#### Collective Bargaining

G4-HR4 & G4-11

In compliance with the national laws, OIS upholds the right of their employees to practice collective bargaining. At OIS, collective bargaining is encouraged as we believe employees should understand their value to the company and be compensated fairly.

# **IMPLEMENTATION**

#### Work life balance programs

We believe the place of work should also be a place for personal development. We organize series of team bounding activities such as annual trips aiming to create a positive work environment in which everyone can evolve harmoniously. We also encourage the formation of sport teams, birthdays celebrations, as well as the expression of group initiatives. Caring about family cohesiveness, our initiatives also include our staff's relatives.



Allowance

G4-LA2

Food is provided on worksites where possible, otherwise a food allowance is provided to all employees during work hours.

#### Health and Safety Programme

OIS employees attend health and safety trainings and awareness seminars on a regular basis. Personal Protective Equipment (PPE) is distributed to employees to ensure their safety during operations Rules and regulations specific to different operations and projects by OIS are clearly laid out in the workplace in order to effectively communicate our safety measures and precautions to all employees. Penalty fees have been collected from employees who do not follow the rules and regulations, the penalty fees are then used to buy first aid kits and medical equipment.



Leave

G4-LA3

Appropriate leave is granted for medical, maternity/paternity and emergency needs as well as annual leave and days in lieu for additional working hours. Overtime is paid out above the legal minimum in accordance with the company's internal policies. % of the total parental leave taken for the year; 100 % of males returned to work at OIS after their paid paternal leave and 100 % of females returned after their paid maternity leave — a total return rate of 100%. This statistic reflects the welcoming attitude and adaptable environment OIS offers for employees with families.



Transport

Employees working in all areas are transported to and from work and transportation fees are taken care of by OIS for all employees who commute.

#### A clearly written policy

Our Employee Handbook describes the rights and clearly state the principles that have to be respected at OIS. Our corporate values are all mentioned, including the principles of ethic, mutual respect, team spirit, non-favoritism, etc...

#### Training

Orientation is provided to all new employees to ensure every employee has full understanding. This orientation provides employees with details of the company's policies and practices and also provides them with further skills training in the area of work they are entering. This helps to develop their skill sets for growth within the company and beyond. (SDGs 9 Logo)



#### Men/ Women equality of chances

At OIS, we make sure that men and women have the same chances of hiring, of evolution, and are paid an equal salary for an equal job.

# **MEASUREMENT OF OUTCOMES**

#### **Number of Employees**

We count more than 547 co-workers across the country. According to the HR data records, there was male 376 and 171 female employee. According to HR collected data, there was 0% of unpaid leave, 79 % of casual leave, 52% earned leave.

Male	Sector/Occupation Name	Female
34%	LIEBHERR	24%
35%	SCANIA	39%
14%	KONE	13%
17%	BMW	24%
100%	All Sector/ All Occupations	100%

# **MEASUREMENT OF OUTCOMES**

#### TRAINING AND DEVELOPMENT COURSES

OIS provides staff members with on-going skills development and training opportunities. In total 31 training programmes have been delivered by OIS for the benefit of its employees. And then we are Shwe Taung Group's Employee Handbook as followed. Our company Employee Handbook is a valuable tool for education our employees on OIS's Values, Ethics, Policies and Practices. The training programmes coupled with the Handbook are designed to protect the ethics of our company and also the rights of our employees. We want to ensure our employees feel safe at work and are able to maintain a healthy work—life balance.

2		
Туре	Training & Courses	
Management	<ul> <li>Sales Management Qualification Programme</li> <li>The Effective Manager Understanding and interpreting</li> <li>Aftersales Process Training Invitation</li> <li>Management Training</li> <li>Developing Managerial Skills Programme</li> </ul>	
Product Training	<ul> <li>Basic Product Knowledge</li> <li>New Model Training</li> </ul>	
Sales Training	Premium Selling Skills	
Engineering	<ul> <li>KSD Commercial Service Data Training</li> <li>Service Technician Certification Training</li> <li>Basic Principal Motor Vehicle Training</li> <li>Warranty Advisor Specialist Phase II</li> <li>Current Technology for Non-Technical Training</li> <li>Road side Assistance Training</li> <li>Vehicle Body Qualification Training</li> <li>Introduction &amp; Basic Operation For Mobiles Crane&amp; Crawler Cranes</li> <li>Basic Electrical Wiring (Plant) Training</li> <li>Electrical &amp; Hydraulic : Basic Training</li> <li>Basic Electric Proposal Training</li> </ul>	
Language	English (4) Skill Training	
Computer & IT	SRS Training     SAP Training	
Sustainability	<ul> <li>Understanding Local Labor Law in Myanmar</li> <li>Job Competency Mapping Scales</li> <li>International Trade Basic Course</li> </ul>	
Health & Safety	<ul> <li>Fire Protection Training</li> <li>Fire Safety Training</li> <li>Safety Training</li> <li>First Aid Training</li> </ul>	
Personal Development Customer Service	Personal Grooming	

# Activities Highlights





# **Principle 7**

Support a precautionary approach to environmental challenges;

#### **Principle 8**

undertake initiatives to promote greater environmental responsibility; and

# **Principle 9**

encourage the development and diffusion of environmentally friendly technologies

# **ASSESSMENT, POLICY AND GOALS**

At OIS, we recognise the need to respect the environment and be cautious when conducting projects that may adversely harm the eco-system and bio-diversity of Myanmar. OIS is actively working towards reducing our carbon footprint across all our operations and continues to develop tools to measure the outcomes of our progress in the direction of being more carbon neutral and environmentally sustainable. We strive to achieve greater environmental management and will continue to refer to the UNGC principles and the GRI indices as we continue to develop our environmental policies.

OIS aims to align according to the international standards such as ISO 14001:2004 for environmental management systems and to refer notably to the UN Global Compact assessment principles and the Global Reporting Initiative to set up our environmental policy.

# IMPLEMENTATION

Twelve ways we implement sustainable practices across our projects and operations.

- 1. Energy efficient LED light bulbs are a company standard
- 2. Our office only use energy efficient electrical hand dryers
- 3. Cutting down paper usage through the digitization of internal and external documents and communications.
- 4. Company policy is to switch off all devices when they are not to use
- 5. Energy efficient air conditioners installed in all buildings
- When paper is needed we only purchase eco-friendly products such as FSC, SFI and PEFC
- 7. When greener technologies are produced, we upgrade our appliances where possible
- OIS discharges water from maintenance workshop is well treated before being discharged into public drain.
- 9. OIS designs washing bays capture all contaminates from vehicles after cleaning and therefore help to reduce environmental damages. OIS uses Water-Based Paints instead of Oil-Based Paints for car body and paint to be friendly to our environment.
- 10. Our role also involves maximizing the positive contributions that our products and services bring to society and environment. We are proud to distribute energy efficient and low carbon emitted buses, coaches, luxury passenger cars, and other machineries that will help deliver tomorrow's sustainable transport, logistics and building solutions.
- II. OIS management is formed and aware of our business partner guidelines for corporate social responsibility and business ethic.
- 12. OIS aims to align according to the international standards such as ISO 14001:2004 for environmental management systems and to refer notably to the UN Global Compact assessment principles and the Global Reporting Initiative to set up our environmental policy.

#### **Industrial Zone and Project Site Tree Plant**

OIS runs a 'one for one' policy where a tree is planted for every one cut down. This policy is recognised across all of our projects and is honoured by all of our subsidiaries. By doing this we are helping to conserve the environments in which we operate in. In 2015, 250 trees were planted in the surrounding areas of our project sites.

# **IMPLEMENTATION**



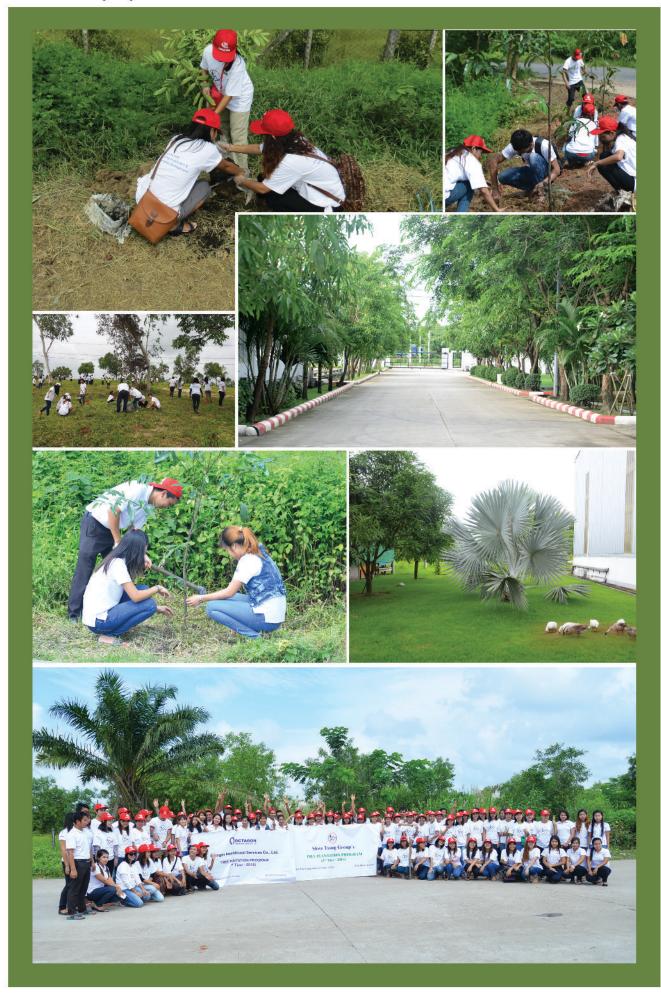
# **MEASUREMENT OF OUTCOMES**

OIS internal controller monitors and records data consumption rate monthly basis on some KPLs such as power consumption, paper usage, water and wastes have to be proper consumed in work place in order to minimize the ecologic al footprints to our environment. OIS's imported products including trucks, coaches, and passenger cars are maintained more sustainably thanks to greater fuel efficiency and safer user practices. Our business partners design international standard technologies to reduce CO2 emissions in order to minimize air pollution to environment. OIS seeks to identify that we consider environmental correlations in our business strategy by importing and distribution latest technologies to our customers.

OIS fully follows and review our supplier guidelines and standards regarding to the environmental, health, safety and work related to the business ethnics. So that OIS officially got DOS from our supplier, SCANIA.



# Activities Highlights





# Principle 10

Work against corruption in all its forms, including extortion and bribery

# **ASSESSMENT, POLICY AND GOALS**

Corporate governance is fundamental to maintaining a successful business. At OIS, we believe that transparency and accountability are necessary to ensure our company maintains a high standard of corporate governance and in turn remains a sustainable business model. We publicly state our commitment to fight corruption at all levels, and in order to manage this commitment, we have implemented an effective system to identify the signs of corruption and eliminate them at their core. In actively working to fight corruption, OIS sends a strong message to our stakeholders that the private sector shares in the responsibility of removing corruption from Myanmar. As a successful Myanmar business, we aim to positively contribute to policy development at the national level in this area. OIS ensures business partnerships are built on trust and that both parties operate with equal respect for ethics, transparency and accountability.

# IMPLEMENTATION

- OIS measures on anti-corruption is fully embedded into our governance policy, involving transparency and ethic. Our initiative scheme is to ensure the respect of these values for the sustainable success of our company, clients and stakeholders.
- The values of integrity and ethic are central in our policy. They are mentioned under Employees' Handbook and presented in the Bribery and Corruption Prevention induction training attended by all new staffs. We provide necessary training, advice, information as may be necessary to personnel at all levels.
- OIS has a zero tolerance policy in terms of corruption and we ensure that no financial or other inducements to gain or retain work are offered or accepted on behalf of the company. The "Zero tolerance policy" is mentioned in our Employee Handbook. The Employee Handbook states that it is clearly forbidden to accept or give any kickback or bribe from and to anyone. The Sanctions to any breach of this zero tolerance policy are describe in the Employee Handbook, and can lead to termination or dismissal.
- Employees are encouraged to report any form of corruption to management team. A continuous control from the senior management team is set up to ensure that no form of corruption is observed. If even these precautions, a present is accepted, it has to be given to the administration team that will organize a lucky draw with the complete team.
- OIS makes appropriate financial and staff resources available to progressing sustainabl; e procurement throughout the company. We integrated ethical consideration into our design and business disicion and make sure to practice fire competition, via open tenders when choosing our business partners. We have transparent reporting procedures and try to continuously improve our practices. We attach a very high importance to contracts and ensure we always honor contractual commitments make.

# **MEASUREMENT OF OUTCOMES**

OIS uses internal audits and controllers to identify any payments that could be related to bribery or corrupt behavior. 100% permanent employees have received a training and Employee Handbook mentioning our zero tolerance policy towards corruption. 100% of new employees received the key speeches, setting out our guiding values and principles. OIS group has not been involved in any legal cases related to corruption and bribery.



This is our **Communication on Progress** in implementing the principles of the **United Nations Global Compact** and supporting broader UN goals.

We welcome feedback on its contents.